



Tucson Water Department

Limited English Proficiency Plan

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Introduction

Most individuals in the United States read, write, speak and understand English. However, there are many individuals whose primary language is not English. Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English can be limited English proficient, or "LEP." This language barrier may prevent individuals from accessing services and benefits.

There are two pieces of legislation that provide the foundation for the development of an LEP plan: Title VI of the Civil Rights Act of 1964, and Executive Order 13166. In some circumstances, failure to ensure that LEP persons can effectively participate in federally assisted programs may constitute discrimination based on national origin under Title VI. In order to comply with Title VI, agencies that receive Federal funding should take reasonable actions for competent language assistance. Executive Order 13166 clarifies requirements for LEP persons under Title VI. The Executive Order requires the agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services.

Four Factor Analysis

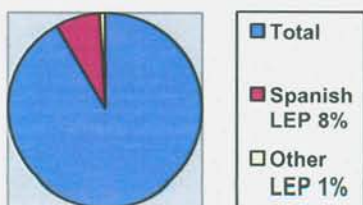
There are four factors to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons: 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service of the recipient; 2) The frequency with which LEP individuals come in contact with the program; 3) The nature and importance of the program, activity or service provided by the recipient to people's lives; and 4) The resources available to the recipient and costs. A brief description of the self-assessment undertaken in each of these areas follows.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service.

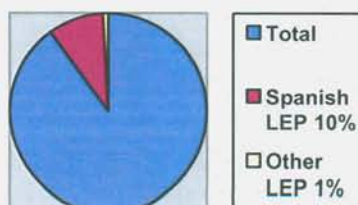
Spanish speakers are the primary LEP customers likely to be encountered by Tucson Water. For Pima County, the Census 2000 information shows that the total population is 843,700. Spanish is spoken by 179,600 people, or 23% of the population. Of those who speak Spanish, 65,100 people (36%) reported speaking English less than "very well." These Spanish-speaking LEP persons comprise 8% of the total population of Pima County. Other languages spoken were a much smaller proportion of the total population of Pima County (3.5%), and those who identified themselves as LEP persons in these other languages comprise only 1.2% of the total population of Pima County. The 2005 American Community Survey (ACS) for Tucson - conducted by the US Census Bureau - also indicates that Spanish speaking LEP persons are most likely to be encountered, comprising 86% of LEP persons in the City of Tucson, and 10% of the total population.

The charts below illustrate the percentage of Spanish-speaking LEP persons in both Pima County and the City of Tucson.

Pima County Population (2000 Census)



City of Tucson Population (2005 ACS)



2. The frequency with which LEP individuals come in contact with the program.

Tucson Water assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes examining census data, telephone inquiries, requests for translated documents, and staff feedback. As discussed above, census data indicate that there is a fairly large percentage (10%) of the general population of Tucson who are Spanish-speaking LEP persons. As a public utility, it is necessary to recognize this segment of the general population. Telephone inquiries and staff feedback also indicate that Spanish-speaking LEP persons have regular contact with Tucson Water services.

3. The nature and importance of the program, activity or service provided by the recipient to people's lives.

Clean water is vital to everyone's lives, and Tucson Water takes seriously its role as a community steward in planning not just for the water provided to the community today, but also for the water resources needed in the future. Tucson Water planners and engineers make sure that its water system is designed properly and is capable of meeting the needs of all current and future Tucson Water customers - in whatever language they communicate - and that it is protected from accidental contamination caused by backflow of non-potable water into the drinking water system. In addition to ensuring that its water system can deliver the drinking water the community needs, Tucson Water is also responsible for the community's growing reclaimed water system, which allows recycled wastewater for use as an irrigation and industrial water supply.

4. The resources available to the recipient and costs.

Tucson Water continually assesses its available resources that may be used to provide language assistance. This includes identifying bilingual staff, reviewing the existing City of Tucson contracts for professional translation-services providers, determining which documents should be translated, and deciding what level of staff training is needed.

In accordance with the four factors above, Tucson Water developed the following plan for providing language assistance at no cost to LEP customers.

Components of the Plan

There are five areas that comprise Tucson Water's LEP Plan:

1. Identifying LEP individuals who need language assistance
2. Language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the LEP Plan

Identifying LEP individuals who need language assistance

As stated above, the Census 2000 and American Community Survey data indicate that Spanish-speaking LEP persons are the primary group requiring language assistance. This information can also be used to identify concentrations of LEP persons within the service area. There are nine zip code areas with a higher percentage of LEP persons than the overall Tucson population: 85701, 85705, 85706, 85711, 85713, 85714, 85736, 85745 and 85746.

In general, there are higher populations of LEP persons on the south and west sides of the city of Tucson, and specifically in the area located between I-10 and I-19. Identifying concentrations of LEP persons helps to ensure that they receive the necessary language assistance measures.

Possible measures to identify individual persons who may need language assistance:

- When open houses, public meetings, and other events are held, or for customer-service interactions, Spanish-speaking staff should be on hand or be readily available. Staff may document other language preferences using the Language Identification Flashcard (see Plan Appendix C, page 15). The flashcards are an excellent tool to identify language needs to facilitate customer-service interactions with available translation interpreter services, or to plan for future events/meetings.
- Tucson Water posts a notice of available language assistance in all Customer Service Centers to encourage LEP persons to self-identify and obtain necessary assistance as soon as possible.

Language assistance measures

There are several language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which Tucson Water staff responds to LEP persons, whether in person, by telephone, or in writing.

Tucson Water oral language services include bilingual staff in customer service centers, field services, and public information functionality – a bilingual staff member is available most of the time. Bilingual staff are available upon request for a variety of presentations and events, and as a rule, Spanish-speaking staff are on hand at public meetings or open houses intended for providing information and gathering public input.

In addition, written language services are available. Documents that are determined to be vital - documents without which a person would be unable to access services - are translated into Spanish.

Vital Tucson Water written communications printed in both Spanish and English:

- Automated Bill Payment Application / Aplicación del Pago Automatico de Facturas
- Pay Your Utility Services Bill Online / Pague Su Cuenta de Servicios Públicos en Línea
- Tucson Water Establishes Low Income Assistance Program / TucsonWater Establece un Programa de Ayuda a Personas con Bajos Ingresos
- Water Meter Replacement Program FAQs / Programa de Reemplazo de Medidores de Agua
- Water Quality Reports (yearly) / Informes Sobre la Calidad del Agua (anual)

Other communications printed in both Spanish and English:

- Clearwater / Un Guía Detallada para Clearwater
- EMPACT News - *Water Info Now* / EMPACT Noticias – Informacion del Agua Hoy
- EPA – Is Your Drinking Water Safe? / EPA - ¿Es Sana su agua potable?
- Graywater -Using Gray Water at Home / Uso de Aguas Grises en el Hogar
- The Marshians Are Coming - Sweetwater Wetlands / Bienvenidos a La Cienega de Wetlands
- Water Harvesting / Cosechar su agua
- Water in Your Neighborhood / Agua En Su Vecindario
- Water Smarts / Sea Listo Al Usar El Agua
- *What's In Your Water?* Brochures / Folletos *¿Que Contiene Su Agua?*
- Zanjero Program / Programa Zanjero

Customer Service Call Center

Spanish-speaking callers are directed to a bilingual Customer Service Representative, and bilingual Customer Service Representatives are also available to respond to any correspondence in Spanish.

To ensure that bilingual staff service providers are competent, they must demonstrate proficiency and the ability to communicate information accurately in both English and Spanish. Proficiency is determined by the City of Tucson Human Resources Department.

Contracted professional interpreter services are used to translate more complex and lengthy information, and for immediate LEP customer interactions, including sign language interpretation that falls under both LEP and ADA.

All Customer Service Representatives are also responsible for recording unresolved LEP-related service complaints and forwarding them to the Tucson Water LEP Liaison as necessary.

Customer Service Metering Services Staff

Approximately 80% of Customer Service Metering Services representatives – Utility Service Workers and Meter Service Representatives - are bilingual. All representatives carry publications in both English and Spanish that direct them to call Customer Service for assistance in Spanish. They also carry Language Identification Flashcards and instructions on how to contact translation interpreter services if needed.

Water Audits and High Bill Investigations may be requested on customer request forms as “Spanish speaking only.” Water audits are then scheduled with bilingual Zanjeros, and High-Bill investigations are then scheduled with bilingual Utility Service Workers or Meter Service Representatives. Unresolved LEP-related service complaints are forwarded to the Tucson Water LEP Liaison as necessary.

Public Information Conservation Office (PICO)

The Public Information Conservation Office is promoted as the central point of contact for customers through various public information methods and materials. Current staff includes two Spanish- and one Portuguese-bilingual employees. Calls are directed to these individuals as needed, and address topics ranging from water quality, conservation, and customer service.

In addition, the Public Information/Conservation Supervisor serves as the principal contact on water issues for Spanish language radio, television, and print media. This includes providing explanations for emerging issues, producing public service announcements, and presenting water related information through general interest programming. In addition, Spanish language community education programs supporting various Water Department objectives are coordinated through the Supervisor. These projects include individual presentations to groups and organizations, tours, and formal training programs for target audiences.

Unresolved LEP-related service complaints are forwarded to the Tucson Water LEP Liaison as necessary.

Training Staff

It is important that staff members, especially those having contact with the public, know their obligation to provide meaningful access to information and services for LEP persons. Even staff members who do not interact regularly with LEP persons should be aware of and understand the LEP Plan. Training staff is a key element in the effective Plan implementation.

The primary Tucson Water staff groups critical to the LEP Plan are: Customer Service Representatives (CSRs), Secretaries, Water Communication Operators, Public Info Specialists &

Supervisors, Utility Service Workers (USWs), Meter Service Representatives (MSRs), and Zanjeros. CSRs & USWs have the most frequent contact with LEP persons through daily interaction with Tucson Water customers, either in-person or by telephone. These two groups are most likely to encounter LEP persons and thus to provide language assistance. LEP training for both of these groups occurs during their initial departmental training. Training topics for these two groups include:

- Understanding the Title VI LEP responsibilities
- What language assistance services TW offers
- Specific procedures to be followed when encountering an LEP person
- How to use Language Identification Flashcards
- How to contact translation services if needed

Tucson Water Administrators and Supervisors of areas that have public contact are crucial in implementing LEP policy. Copies of the LEP Plan are distributed to all Department Administrators, and it is their responsibility to disseminate LEP Plan information to appropriate staff. Administrators ensure that staff understands Title VI responsibilities. A summary of the LEP Plan is distributed and addressed during Tucson Water's new employee orientation program.

The Public Information staff members are a key element in the implementation of the LEP Plan. They produce nearly all written forms of communication to the customer base and community, and are diligent in ensuring that the LEP Plan is followed in serving LEP customers.

Providing notice to LEP persons

There are several ways that Tucson Water provides notice to LEP persons that language assistance measures are available, through both oral and written communications:

- The Tucson Water's Customer Service line uses an automated greeting in both Spanish and English, directing callers to select which language they prefer;
- The Public Information Office provides vital documents in both Spanish and English, indicating that the publication is accessible to Spanish speakers;
- The Tucson Water website indicates that Spanish-language assistance is available;
- Tucson Water bills indicate that Spanish-language assistance is available.

National Origin Discrimination Complaints

National origin discrimination complaints from LEP persons are forwarded to the Tucson Water LEP Liaison in Employee Services, which are then forwarded to the City of Tucson's Office of Equal Opportunity Programs (OEOP) according to City policy.

Dissemination of the LEP Plan

The Tucson Water LEP Plan is posted on the Tucson Water website at <http://www.tucsonaz.gov/water>. Copies of the Plan are provided to any person or agency requesting a copy. Tucson Water's LEP customers or other interested parties may obtain copies/translations of the Plan upon request.

Monitoring and updating the LEP Plan

This Plan is designed to be flexible, and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons. Tucson Water will monitor changes in demographics and types of services, and the LEP Liaison will review, assess, and update the Tucson Water LEP Plan annually in July per Administrative Directive 2.05-9 (see Plan Appendix A, page 9). At a minimum, Tucson Water will follow the Title VI Program update schedule for the LEP Plan.

LEP Plan Contact Information

Any questions or comments regarding this Plan should be directed to:

Mark Sorensen
Limited English Proficiency Liaison
Director's Office, Tucson Water
310 W. Alameda St.
Tucson, AZ 85701
Mark.Sorensen@tucsonaz.gov
Phone: 520.837.2134
Fax: 520.791.3293

Authorized



Department Director



Date

Appendix A: City of Tucson Administrative Directive 2.05-9 (Appendices not included)

SUBJECT	NUMBER	PAGE
	2.05-9	1 of 9
	PAGE ISSUE DATE	
SERVICES FOR LANGUAGE ACCESS POLICY FOR LIMITED ENGLISH PROFICIENCY (LEP)	July 14, 2008	

I. PURPOSE

To set forth procedures for providing meaningful language access to limited English proficient customers to all City of Tucson programs, services and/or activities.

II. POLICY

It is the policy of the City of Tucson to ensure that all departments are in compliance with Title VI of the Civil Rights Act of 1964. Title VI prohibits exclusion from participation in, denial of benefits of, and discrimination under any federally assisted program or activity on the grounds of race, color, or national origin. 42 U.S.C. § 2000d. The term program or activity means "all of the operations of a department, agency, special purpose district, or other instrumentality of a state or of a local government." 42 U.S.C. § 2004d-4a. When a city department receives federal financial assistance for a particular purpose, all operations of the department are covered by Title VI, not just the part of the department that uses federal assistance.

To ensure compliance with this Administrative Directive, in July of every year, each department shall appoint an LEP Liaison and notify the Office of Equal Opportunity Programs (OEOP) of the appointment and/or any subsequent change in assignment.

III. DEFINITIONS

- A. **Limited English Proficiency** – refers to persons who do not speak English as their native/primary language and who have a limited ability to read, speak, write and/or understand English.
- B. **Meaningful Access** – meaningful access to programs and services is the standard of access required of federally funded entities to comply with Title VI language access requirements. LEP customers must be able to reasonably access available resources, services, and activities at no additional cost.

IV. LIAISON ROLES AND RESPONSIBILITIES

- A. Ensure that departmental staff and the general public know how to contact the department's LEP Liaison. Contact information should be included on the departmental website, and in any departmental directory.
- B. Complaints should be directed to OEOP for response.
- C. Attend and schedule other appropriate staff for attendance at LEP Liaison meetings and training sessions.
- D. Serve as a departmental resource for LEP information.
- E. Assess and identify the need for LEP compliance and awareness training within the department and coordinate the necessary training for departmental personnel with OEOP.

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V. DEPARTMENT DIRECTOR ROLES AND RESPONSIBILITIES

Each department director is responsible to ensure that the following areas of LEP compliance are assigned to the department's LEP Liaison or other appropriate departmental staff.

- A.** Coordinates language interpreter services to ensure meaningful access to the department's programs, services, and activities (see Attachment A).
- B.** Determine departmental vital documents, and provide them in languages based on the LEP population to be served by the department.
- C.** Ensures that all meeting notices that provide information on city services, programs and activities that are open to the public conducted by the department contain the following statement:

"If you require a foreign language interpreter or materials in a language other than English, please call _____ (this should include the name and telephone number of the responsible departmental person) at least five business days in advance."

- D.** Ensures that the department maintains copies of the "I Speak" flashcards at appropriate customer service areas (see Attachment B).
- E.** Develop and maintain a Standard Operating Procedure (SOP), based on the programs, services and activities offered by the department to ensure that meaningful access is afforded to its LEP customers in compliance with this policy. On an annual basis, each department shall forward departmental SOPs to OEOP.
- F.** Each departmental SOP shall include, but not be limited to, the Four Factor Analysis to assist with identifying LEP persons who may require assistance to each department's programs, services and activities.

The Four Factor Analysis shall include:

- The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee/recipient;
- The frequency with which LEP individuals come in contact with the program;
- The nature and importance of the program, activity, or service provided by the program to people's lives; and
- The resources available to the grantee/recipient and costs.

VI. OEOP ROLE AND RESPONSIBILITIES

- A.** OEOP shall provide guidance and assistance to all city departments, their administration, their LEP Liaisons and other appropriate staff regarding the requirements of Title VI, state law and city ordinance as well as other issues related to meaningful access for LEP customers.
- B.** OEOP shall report to the City Manager any action, or lack of action, on the part of city departments that affects the city's compliance with Title VI.

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Appendices

A – Translation and Interpretation Services
B – “I Speak” Flash Card

References

None.

**Review Responsibility and
Frequency**

The Office of Equal Opportunity Programs Director will review this directive annually, based on date of publication.

Authorized

City Manager

Date

Appendix B - Tucson Water LEP Plan Standard Operating Procedures (SOPs)

In accordance with City of Tucson Administrative Directive 2.05-9 - Services Language Access Policy for Limited English Proficiency (LEP) (see Plan Appendix A, page 9), Tucson Water's LEP Plan SOPs are provided to align with the Plan's Four Factor Analysis respecting available LEP resources.

The primary Tucson Water sections that use Tucson Water's LEP Plan SOPs are:

1. Director's Office
2. Employee Services
3. Public Information Conservation Office (PICO)
4. Customer Service Call Center
5. Customer Service Metering Services

Other Tucson Water Sections may contact the Employee Services LEP Liaison at 837-2134 in matters pertaining to LEP customer interactions.

Director's Office

The Tucson Water Director (or assigned designee) ensures that areas of LEP compliance are assigned to the department's LEP Liaison and/or other appropriate departmental staff.

Employee Services

Under the authority of the Tucson Water Director, the Tucson Water Department's Employee Services Section Manager assigns these responsibilities to the LEP Liaison:

1. Take the leadership role in coordinating departmental LEP-related matters;
2. Report LEP-related concerns to Employee Services Section Manager;
3. Serve as Tucson Water's departmental representative at all City LEP Liaison meetings and in cross-departmental LEP forums;
4. Ensure that all vital Tucson Water documents and public event notices are in compliance with City of Tucson LEP-related directives and policies;
5. Assist Section Managers in developing section-specific, LEP-related procedures;
6. Communicate language-interpreter service options to Tucson Water staff to ensure meaningful LEP-customer access to departmental services and programs;
7. Coordinate LEP-related training, and distributing relevant information to all current and newly-hired Tucson Water employees;
8. Review LEP-related customer complaints for resolution, and forwarding LEP-related discrimination complaints within 10 business days to the City's Office of Equal Opportunity Programs (OEOP);
9. Review and update Tucson Water's LEP Plan and SOPs, and forwarding updated LEP Plan copies to the City's OEOP annually in July per City AD 2.05-9.

Public Information Conservation Office (PICO)

The PICO Section Manager:

1. Coordinates with Tucson Water's LEP Liaison in LEP-related matters;
2. Coordinates with the LEP Liaison to maintain LEP-related procedures;
3. Assigns section staff responsibilities related to Tucson Water's LEP Plan;
4. Provides staff with materials to ensure meaningful LEP-customer access.

PICO Staff responsibilities:

1. Connect Spanish-speaking LEP customers to bilingual staff as needed. If for a language other than Spanish, checks with immediate supervisor to approve interpreter services at no cost to customers to ensure meaningful LEP access;
2. Coordinate language interpreter services as needed at no cost to participants for Tucson Water events open to the public to ensure meaningful LEP access;
3. Ensure that all public-event notices contain this statement:
"If you require a language interpreter or materials in a language other than English for this event, please call (include the name and telephone number of the responsible staff member) at least five days in advance of the event."
(See Plan Appendix A - Administrative Directive 2.05-9, Section V-C);
4. Provide vital PICO documents and materials to customers as needed in languages identified by the department's LEP Liaison and the City's OEOP;
5. Keep copies available of the Language Identification Flashcards for all public-contact interactions and events (see Plan Appendix C, page 15);
6. Refer to supervisory staff if unable to resolve LEP-related customer complaints;
7. Supervisory staff contacts Tucson Water's LEP Liaison for resolution if unable to resolve LEP-related complaints.

Customer Service Call Center

The Customer Service Call Center Manager:

1. Coordinates with Tucson Water's LEP Liaison in LEP-related matters;
2. Coordinates with the LEP Liaison to maintain LEP-related procedures;
3. Assigns Section staff responsibilities related to Tucson Water's LEP Plan;
4. Provides staff with materials to ensure meaningful LEP-customer access.

Customer Service Call Center staff responsibilities:

1. Connect Spanish-speaking LEP customers to bilingual staff as needed. If for a language other than Spanish, checks with immediate supervisor to approve interpreter services at no cost to customers to ensure meaningful LEP access;
2. Provide vital Customer Service Call Center documents and materials to customers as needed in languages identified by the department's LEP Liaison and the City's OEOP;

3. Keep copies available of the Language Identification Flashcards for all public-contact interactions (see Plan Appendix C, page 15);
4. Refer to supervisory staff if unable to resolve LEP-related customer complaints;
5. Supervisory staff contacts Tucson Water's LEP Liaison for resolution if unable to resolve LEP-related complaints.

Customer Service Metering Services

The Customer Service Metering Services Manager:

1. Coordinates with Tucson Water's LEP Liaison in LEP-related matters;
2. Coordinates with the LEP Liaison to maintain LEP-related procedures;
3. Assigns Section staff responsibilities related to Tucson Water's LEP Plan;
4. Provides staff with materials to ensure meaningful LEP-customer access.

Customer Service Metering Services staff responsibilities:

1. Connect Spanish-speaking LEP customers to bilingual staff as needed. If for a language other than Spanish, checks with immediate supervisor to approve interpreter services at no cost to customers to ensure meaningful LEP access;
2. Provide vital customer-service documents and materials as needed to customers in languages identified by the department's LEP Liaison and the City's OEOP;
3. Keep copies available of the Language Identification Flashcards for all public-contact interactions (see Plan Appendix C, page 15);
4. Refer to supervisory staff if unable to resolve LEP-related customer complaints;
5. Supervisory staff contacts Tucson Water's LEP Liaison for resolution if unable to resolve LEP-related complaints.

Other Tucson Water Sections

Section Managers:

1. Coordinate with Tucson Water's LEP Liaison in LEP-related matters;
2. Coordinate with the LEP Liaison to maintain Section LEP-related SOPs;
3. Assign Section staff responsibilities related to Tucson Water's LEP Plan;
4. Provide staff with materials to ensure meaningful LEP-customer access.



Tucson Water Limited English Proficiency Plan - Appendix C

Language Identification Flashcard



☐ American Sign Language



☐ Arabic

أنا أتحدث اللغة العربية

☐ Armenian

Ես խոսում եմ հայերեն

☐ Bengali

আমি বাংলা কথা বলতে পারি

☐ Cambodian

ខ្ញុំនិយាយភាសាខ្មែរ

☐ Chamorro

Motka i kahhon ya yangin ûntûngnu' manaitai pat
ûntûngnu' kumentos Chamorro

☐ Chinese (Simplified)

如果你能读中文或讲中文，请选择此框。

☐ Chinese (Traditional)

如果你能讀中文或講中文，請選擇此框。

☐ Croatian

Govorim hrvatski

☐ Czech

Mluvím česky

☐

Dinka

Riṅp ēkēnē yic tē yījam nē thunjäy ye tök, ku kor raan
Bī yī geer thok.

☐

Dutch

Ik spreek het Nederlands

☐

English

I speak English

☐

Farsi

من فارسی صحبت می کنم

☐

French

Je parle français

☐

German

Ich spreche Deutsch

☐

Greek

Μιλώ τα ελληνικά

☐

Haitian Creole

M pale kreyòl ayisyen

☐

Hindi

मैं हिंदी बोलता हूँ ।

☐

Hmong

Kuv has lug Moob

☐

Hungarian

Beszélek magyarul

☐

Ilocano

Agsaonak ti Ilokano

☐ Italian

Parlo italiano

☐ Japanese

私は日本語を話す

☐ Korean

한국어 합니다

☐ Laotian

ຂ້ອຍປາກພາສາລາວ

☐ Polish

Mówię po polsku

☐ Portuguese

Eu falo português do Brasil
(for Brazil)

☐ Portuguese

Eu falo português de Portugal
(for Portugal)

☐ Romanian

Vorbesc românește

☐ Russian

Я говорю по-русски

☐ Serbian

Ja говорим српски

☐ Slovak

Hovorím po slovensky

☐ Somali

Waxaan ku hadlaa af-Soomaali

☐ Spanish

Yo hablo español

☐ Tagalog

Marunong akong mag-Tagalog

☐ Thai

พูดภาษาไทย

☐ Tongan

Maaka' i he puha ni kapau' oku ke lau
pe lea fakatonga

☐ Ukrainian

Я розмовляю українською мовою

☐ Urdu

میں اردو بولتا ہوں

☐ Vietnamese

Tôi nói tiếng Việt

☐ Yiddish

איך רעד יידיש